



## 02 PROGRAM AND FUNCTIONS

### Programming Process

The Library Program describes a library building that meets the Midtown specific plan goals and guidelines. It sets out the opportunities and constraints for the development of the library facility that incorporates the best practices for public libraries of its size (60,000 square-feet in area) anywhere in the country. The current library is located in a 20,500 square-foot building located in the Civic Center. A Needs Assessment Study for library services completed in 2002 (Arroyo) determined that the City needed a library of approximately 60,000 square-feet, nearly three times the area of the existing facility. The target size of 60,000 square feet was confirmed in this programming study and checked by laying out furniture and shelving for different sub-areas in plan diagrams. The consultants worked in close collaboration with City officials, and staff, Santa Clara County Library staff, the Library Advisory Commission and the Friends of the Library.

### Program Highlights

The Space Program describes a library with a wide range of spaces for people of different ages, cultural backgrounds, and interests in the community.

Because it will be large and well organized, with many different types of spaces, the library will be a place that is welcoming and accommodating to people with different needs. The new library will provide generous space for many users, separating noisy functions from quiet areas, while allowing free movement and visibility from place to place.

The new library will provide access to the latest electronic information and media using the internet, and the Santa Clara County Library's proprietary databases. It will also provide space and opportunities for training people on how to effectively use these wonderful tools. The library will be designed with accessible space beneath floors so that accommodating new technologies will be convenient.

The building will have a several large and small multipurpose rooms suitable for varied programs, cultural events, meetings, training and homework and group study activities. Each room should provide opportunities to convert the usage as demanded by the changing needs of the community.

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A wonderful children's library is situated on the first floor with plenty of room for activities and story hours, even those that attract one hundred and fifty participants.

There will be many places for older students to study alone or in groups, as well as a special "teens" area that will be designed to appeal to the interests of this age group.

The library will have a special collection and space for tutoring or classrooms for adults who wish to improve literacy in English.

The new Library's location on Main Street insures that many people will see the building as a public landmark. Therefore, the new building should be architecturally significant and demonstrate both respect and imaginative reuse of the historic building. The building will also be a good neighbor to other properties, housing and new commercial projects nearby. The overall building should make a bold architectural statement that can be seen as one approaches the building along Main Street from its access roads or from the Calaveras Boulevard bridge.

The layout of the building on the site will eliminate the access and parking problems that mar the experience of going to the current library, by judicious organization of vehicular and pedestrian traffic on the site and the logical interface between various features, book drops and service points.

### Functional Organization of Library Spaces

The library has 3 three major categories of space:

#### **Collections and Seating Areas**

- Adults' Services
- New Books
- Fiction
- Nonfiction
- Reference
- Periodicals
- Teens
- Children's Services

#### **Program Spaces and Special Areas**

- Multi-Purpose/Activity and Homework Center
- Study
- Meeting
- Training
- Homework
- Special Events

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**Staff Areas and Support Space**

The Library is staffed and operated by the Santa Clara County Library. The City of Milpitas is responsible for the building and maintaining the facility. The County will provide the level of service that is funded and mandated, as it does to other city libraries in the County Library System.

Although the library will be three times larger, the staffing pattern remains essentially unchanged. In the current funding environment, it is wise to organize the library in an efficient manner that allows library personnel to provide the greatest level of service with the fewest number of people. The program calls for the same three main service desks: checkout, children's and reference as exist in the current library. These service desks are positioned to provide direct visibility to entry/exit points, stacks and areas that require supervision.

The building is also organized so that people can use it easily by themselves, thereby allowing staff to be available for non-routine customer needs. An open and easily navigable design should be organized from the users perspective at the entry to the library. The full extent of the building and its offerings need to be visible, and the route for getting to the farthest points in the building needs to be direct and well signed. As an added measure, spaces and service points on the second floor should be visible through openings between the floors.

The new Milpitas Library will have approximately 37,200 square feet assigned to public space, 9,700 square feet assigned to sorting, building support and staff areas, with approximately 13,000 square feet assigned to circulation or non-usable space. Libraries of 60,000 square-feet may appear to both the public and staff as a large building to use and manage. Good library design practice has been employed to organize the space on two floors. Staff areas associated with the public services on each floor are located nearby.

Many people come to libraries for quick-stop selection of new book, materials that they have requested and are on hold, or for audio-visual materials. These materials are located near the front entry for customer convenience and quick check out.

The children's library has been located on the ground floor to provide the easiest route and service to parents and children in recognition of the use of strollers and the mobility of younger children, as well as the great numbers of children who attend story hours.

On the theory that adults are more easily able to find their way, adult reference, fiction and non-fiction are located on the second floor.

The historic building's courtyard space is dedicated to a comfortable reading area with periodicals and the local history collections nearby. The former classroom spaces are assigned to various study spaces and training rooms. All of these spaces are envisioned as flexible spaces that can be programmed for a number of different uses, depending on the annual calendar and the changing life of the library over time.

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The historic auditorium will serve as a multipurpose room with an activities room nearby.

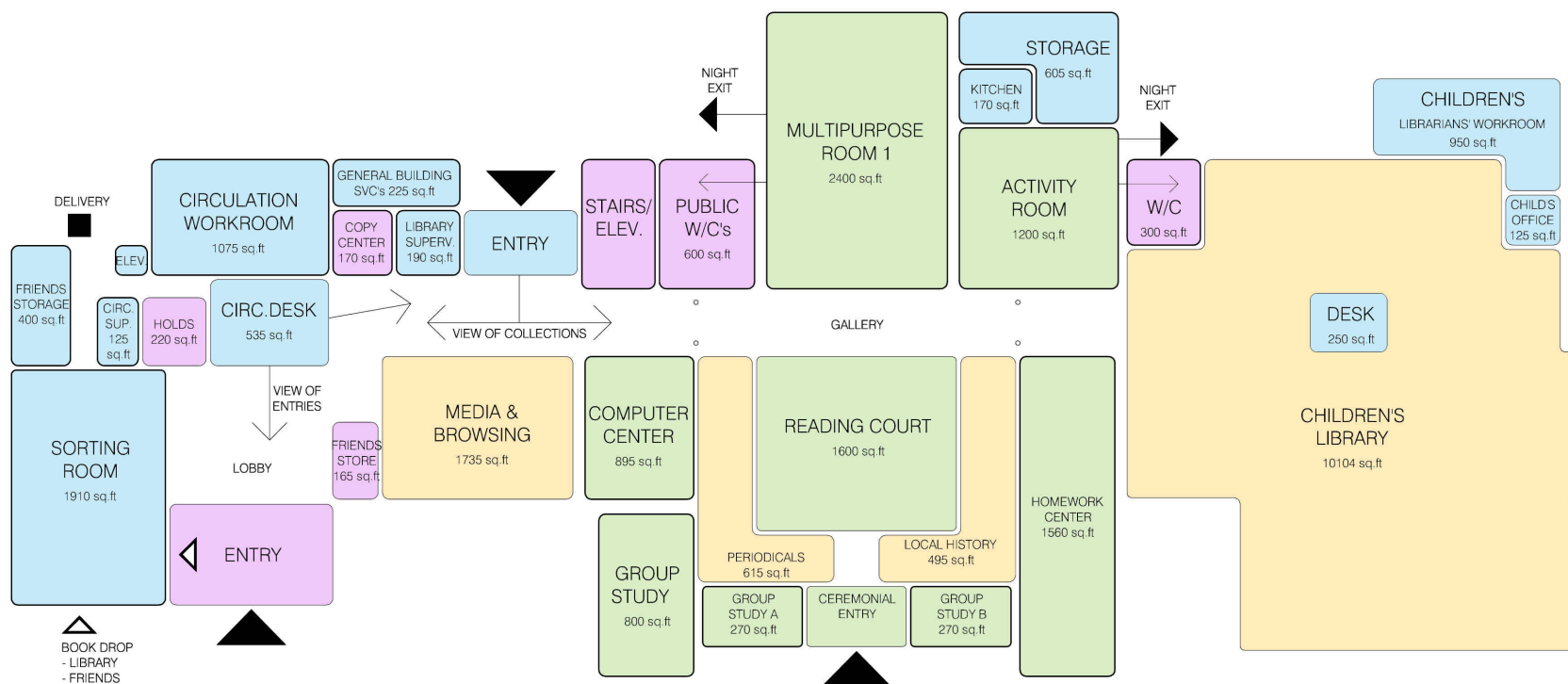
The building will be ready to transform itself for after-hours use. The historic core should be designed to be able to be closed off from newer library wings after hours to provide a special events area, which can be entered through the historic entry. The reading room/courtyard atrium should be convertible for use as a foyer to the large multi-purpose room which can be used as an auditorium. Supporting areas such as restrooms, and kitchenette are included in the after-hours area, whereas library stacks and service desks are excluded for security.

Staff should be visible and easily accessible at key points in the building. The Milpitas Public Library will have three service points-the circulation desk, the adult services desk and the children's desk. Each should be visible across large open spaces of the stacks and furniture and highlighted with a consistent architectural vocabulary (lighting, daylight, color, graphics and materials).

The library needs to be largely self-servicing. This principle underlies the commitment to free speech that is the bedrock mission of public libraries. Way-finding signage should augment the organization of space and localized signage should explain the rules of usage so that people self-monitor their behavior. For example, signage should provide information about the appropriate length of time for use of computers, sign-up procedures for group study rooms and other frequently needed information. Public bathrooms are a challenge in public libraries and should be under the surveillance of staff desks. The Childrens' area has its own bathrooms. Bathrooms are often used by families, a mother or dad with several children; a person with an older and possible disabled adult; accommodation of changing tables and space to move around is very important.

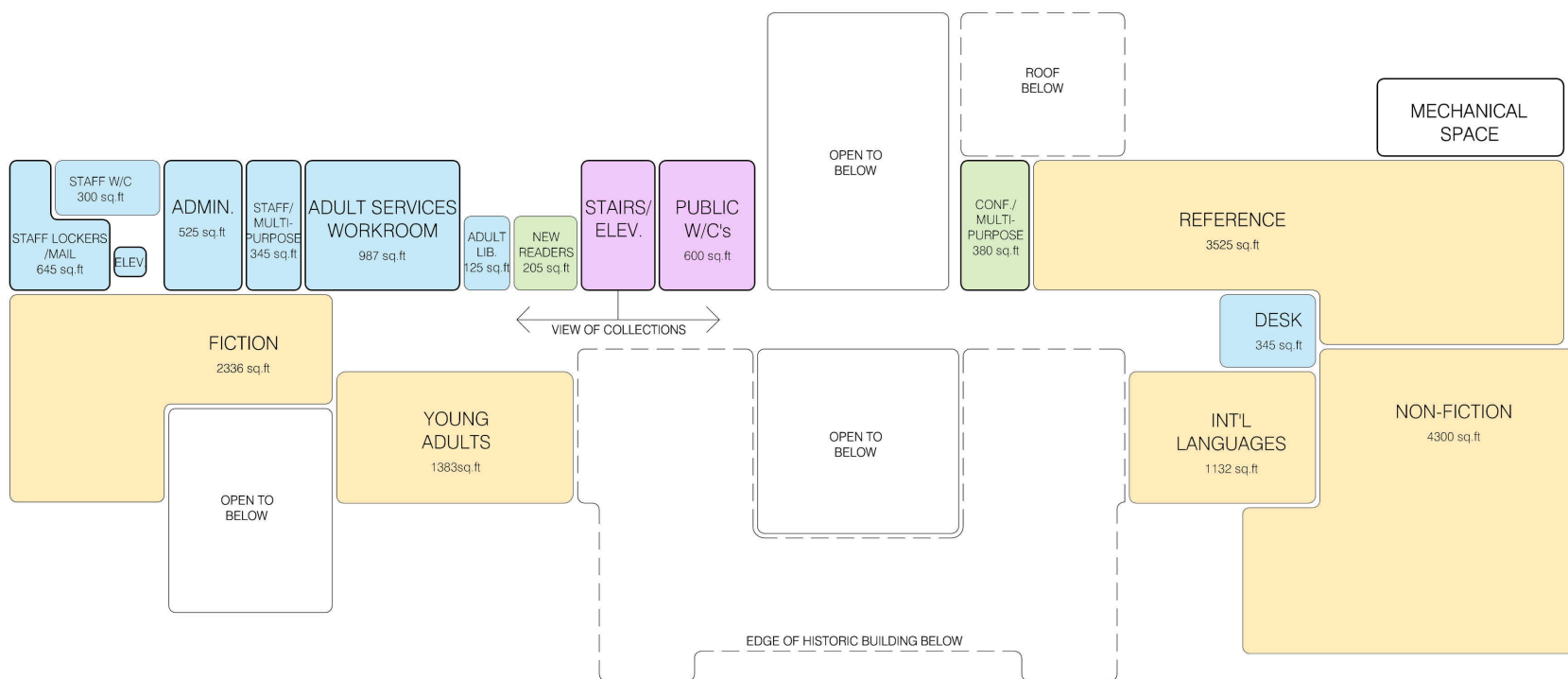
In the new library staff will be deployed in public areas to help users to the greatest extent possible. Automated equipment may be introduced over time as it becomes practical to allow staff to spend more time in the public areas than behind-the-scenes. Space is provided to accommodate options such as self-checkout machines and behind-the-scenes inventory management technologies. Bookdrops need to be located adjacent to the areas where staff processes returned materials for greatest efficiency. Drive up book drops will need to be studied in more detail in subsequent design phases.

Milpitas has provided a very high standard of technology in the City Hall. The same standard and outfitting of spaces needs to be achieved in the multipurpose rooms which occupy the historic grammar school. The equipment should include smart boards, projector screens, computers. The network should provide both wireless capability and flexibility to bring in equipment and connect it to power and the library networked information sources.



# KEY

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| <span style="display: inline-block; width: 20px; height: 10px; background-color: yellow; border: 1px solid black;"></span> Collections              | <span style="display: inline-block; width: 0; height: 0; border-left: 5px solid transparent; border-right: 5px solid transparent; border-bottom: 10px solid black;"></span> Access                                      |
| <span style="display: inline-block; width: 20px; height: 10px; background-color: lightgreen; border: 1px solid black;"></span> Multi-Purpose/ Study | <span style="display: inline-block; width: 0; height: 0; border-left: 5px solid transparent; border-right: 5px solid transparent; border-bottom: 10px solid black; border-top: 1px solid black;"></span> Book Drop      |
| <span style="display: inline-block; width: 20px; height: 10px; background-color: lightblue; border: 1px solid black;"></span> Staff                 | <span style="display: inline-block; width: 0; height: 0; border-left: 5px solid transparent; border-right: 5px solid transparent; border-bottom: 10px solid black; border-top: 1px solid black;"></span> Service Access |
| <span style="display: inline-block; width: 20px; height: 10px; background-color: pink; border: 1px solid black;"></span> General                    |   |



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